

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



SUBARU

Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
800-782-2783
www.subaru.com

Subaru Safety Recall WUH-93
NHTSA Recall ID 19V-493
July 2019

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Legacy and Outback vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS SAFETY RECALL

Certain spot welds, located on the duct below the cowl panel, may not have been properly applied during production. If the spot welds were improperly applied, the strength of the vehicle's body may be reduced, potentially increasing the risk of injury in the event of a crash.

WHAT SUBARU WILL DO

An authorized Subaru retailer (dealer) of your choice will arrange to have your vehicle inspected by a Subaru manufacturer's representative. If the Subaru manufacturer's representative determines that the spot welds were not properly applied during production, Subaru will replace your vehicle with a comparable new one at no cost to you. Subaru will also be responsible for paying any taxes, registration, or any other fees that may result from this vehicle exchange.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer to arrange an appointment with a Subaru manufacturer's representative to inspect your vehicle, at no cost to you.

HOW LONG WILL THE INSPECTION TAKE?

The time required for this inspection is less than one hour. To minimize your inconvenience, your retailer will provide you a loaner or rental vehicle at no cost to you until that inspection can be performed. If it is determined that this defective condition exists in your vehicle, you will be provided with a free loaner or rental vehicle until the vehicle exchange transaction is complete.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- By telephone: 1-800-782-2783
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION